

PROJECT CHARTER



North Dakota Criminal Justice Information Sharing

SAVIN Statewide Automated Victim Information Notification System

MARCH 6, 2008

PROJECT CHARTER

Project Name: SAVIN - Statewide Automated Victim Information Notification

Agency: Information Technology Department (ITD)
Department of Corrections & Rehabilitation (DOCR)

Business Unit/Program Area: ND Criminal Justice Information Sharing (CJIS)

Executive Steering Committee:

Thomas L. Trenbeath – CJIS Board
Lisa Feldner – CJIS Board
Gerald W. VandeWalle – CJIS Board
Leann Bertsch - DOCR Director

Project Sponsor: Pam Schafer

Project Manager: Rob Gall

Project Background:

North Dakota Century Code ch.12.1-34 outlines the responsibilities of the entities responsible for providing victim information and notification. Depending on the step in the judicial process, different agencies are involved. Law enforcement agencies have responsibilities for providing non-confidential information regarding investigations and arrests. State's attorneys have responsibility for providing information regarding criminal charges, pre-trial release conditions, court proceedings and final disposition. The custodial authorities are responsible for providing information regarding release from custody. And though the courts have no direct responsibility to provide information, their case management systems hold much of the information that a victim notification system requires.

Because of the large number of agencies involved, victim notification services are not provided in a consistent or integrated manner. In addition, because of the rural nature of the state, many local jurisdictions have small staffs and limited technology. Since a variety of events can trigger notification, it is important to create an electronic system that allows these events to be transmitted and shared among state and local agencies, courts, and victims.

In support of the North Dakota Criminal Justice Information Sharing Program (CJIS) Business Case to integrate information sharing among criminal justice entities, this project will establish a Statewide Automated Victim Information and Notification (SAVIN) system that provides victims of crime real time notification of criminal justice events relating to their case and the status of the accused/offender throughout the criminal justice process.

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Project Scope:

This project is a software licensing, customization, and implementation project that provides a local SAVIN system for North Dakota.

The SAVIN project will establish a web-based and Interactive Voice Response (IVR) notification system that meets the victim information notification requirements as defined within North Dakota Century Code sec.12.1-34-06. Information exchanges with the courts, local law enforcement, states attorney, and jail management system's will be developed. In addition, the SAVIN system will integrate with the CJIS Portal. Stakeholders will be trained in the systems capabilities. The scope of this project will also include developing promotional and training materials that will help ensure system adoption and effectiveness. The North Dakota SAVIN will provide victims with the option to receive notification via the internet through a web-browser, email, and/or IVR telecommunication. For those victims not having accessibility to electronic methods of notification, the SAVIN will provide the ability for authorized individuals, specifically, victim witness advocates and law enforcement authorities, to enroll victims in the SAVIN system and receive notification by traditional mail service.

An alternate sole source procurement process was approved by the ND Office of Management and Budget, enabling this project to negotiate a contract. The scope of work includes executing the licensing agreement with Appriss, Inc., building or customizing interfaces with the CJIS Portal, planning and successfully implementing the new system, and training those who will use it.

Stakeholders:

It has been determined that there are multiple entities that may be affected by the scope of this project. Following is a list of stakeholders:

- ND Criminal Justice Information Sharing
- Information Technology Department
- Department of Corrections and Rehabilitation
- Office of Attorney General (OAG)
- ND Unified Courts System
- ND State's Attorneys
- Local Law Enforcement
- Local Jail Administrators
- ND Association of Counties
- Victim Witness Advocates

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Project Goals, Objectives, and Performance Measures:

Goal 1: Provide a Statewide Automated Victim Information and Notification program

Objective	Performance Outcome(s)
1-a. Implement a SAVIN governance structure.	Creation of a SAVIN governance body.
1-b. Design and implement the SAVIN system to meet the needs of key stakeholders as outlined by NDCC sec. 12.1-34.06.	<p>Functionality of SAVIN meets requirements outlined in NDCC sec. 12.1-34.06 (Appendix A)</p> <p>The following performance measurements are required by BJA Granting authority:</p> <p>Outputs:</p> <ul style="list-style-type: none"> • Number of transaction types available • Number of agencies participating in SAVIN • Number of subscriber notifications • Number of subscribers enrolled <p>Outcomes:</p> <ul style="list-style-type: none"> • Percent of notifications meeting notification time standards (based on state standards) • Percentage of victims of felony cases served by notification systems (based on state standards)
1-c. Design, develop and implement the data exchanges based on open standards in compliance with state, national, and the U.S. Department of Justice's Global Justice XML Data Model (GJXDM) standards.	SAVIN interfaces are designed to comply with GJXDM standards
1-d. Provide a jail management system for jails that are not automated. *note - The vendor has a web-based jail management system (JMS) they provide as an additional option for jails that do not currently have a JMS with no additional fees.	JMS is made available at no additional licensing cost.

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Goal 2: Develop a training program that assists criminal justice users in utilizing the SAVIN system

Objective	Performance Outcome(s)
2-a. Create reference material that details SAVIN's "How To" instructions for criminal justice users.	Creation of comprehensive instruction guide
2-b. Create a policy manual that outlines NDCC Victim Information Notification requirements and how SAVIN fulfills those requirements.	Creation of policy manual
2-c. Provide training for "Go Live" of criminal justice and victim witness advocate entities.	Creation of training plan. Hands-on training provided to 19 entities
2-d. Materials should be made available in print, electronic and web-based.	How-To Instruction Guide, Policy Manual, and Training presentation are available in hardcopy, and electronically accessible via website.

Goal 3: Promote the SAVIN system's utilization to ensure long-term usage and effectiveness

Objective	Performance Outcome(s)
3-a. Coordinate public announcements that communicate the SAVIN system's availability and benefits.	Creation of public service announcements. Public service announcements are communicated at the close of each implementation phase
3-b. Coordinate the creation of media promotional materials that communicate the SAVIN system's availability and benefits.	Creation of SAVIN promotional materials, including brochures, press releases, website, etc.

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Required Resources:

Roles	Name and Organization	Project Responsibility	Project Availability
Executive Steering Committee	<p>CJIS Board: Thomas L. Trenbeath, Lisa Feldner, Chief Justice Gerald W. VandeWalle</p> <p>DOCR Director: Leann Bertsch</p>	<ul style="list-style-type: none"> • Champion this Projects effort within their sphere of influence in order to: <ul style="list-style-type: none"> ○ achieve the results expected from the effort ○ build the understanding and support of objectives ○ facilitate the process of establishing “active, sustained sponsorship” as a key enabler of success ○ build excitement and commitment to the mission and objectives of the effort ○ provide timely information to build and maintain positive perception of the project • Provide leadership and on-going support to realign performance levers to motivate and sustain behavior and knowledge change necessary from management and associates • Provide Issue resolution for issues escalated by the Project Sponsor. 	1%
Project Sponsor	Pam Schafer	<ul style="list-style-type: none"> • Champion this Project’s effort within their sphere of influence in order to: <ul style="list-style-type: none"> ○ achieve the results expected from the effort ○ build the understanding and support of objectives ○ facilitate the process of establishing “active, sustained sponsorship” as a key enabler of success ○ build excitement and commitment to the mission and objectives of the effort ○ provide timely information to build and maintain positive perception of the project • Provide leadership and on-going support to realign performance levers to motivate and sustain behavior and knowledge change necessary from management and associates • Responsible for securing funding, technical resources, and human resources for the project • Responsible for development of work products and deliverables 	20%

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		<ul style="list-style-type: none"> • Provide Issue resolution for issues escalated by the Project Manager. • Coordinate the grant reporting and other related initiatives. • Obtain spending approvals from the appropriate entities. 	
SAVIN Governance Committee	Gordon Christensen, Pam Schafer, Troy Fleck, Sally Holewa, Dick Johnson, Pamela Nesvig, Shelly Carlson, Deborah Tibiatowski, Tracy Trapp, Terry Traynor, Amy Vorachek	<ul style="list-style-type: none"> • Compliance with the state SAVIN mission, guiding principles, goals, and objectives. • Serves as an advisory committee, by providing guidance relevant to the collaborative development, implementation, and assessment of the SAVIN program. • Review the status at project milestones, authorizing significant changes to the project plan, and facilitating decision making. • 	5%
CJIS Architect	Gordon Christensen	<ul style="list-style-type: none"> • Coordinate technical development of data exchange specifications to meet architectural requirements defined by ND Enterprise Architecture, BJA grant and ND-CJIS authorities. • Coordinate implementation of specifications among organizations, including vendor and agency technical staff. • Create and lead interagency technical teams as necessary to assess requirements and deliver technical solution. • Provide resolution for technical issues escalated by project team members. 	25%

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Project Manager	Rob Gall	<ul style="list-style-type: none"> • Responsible for day-to-day and technical aspects of the project • Performs project management processes <ul style="list-style-type: none"> ○ Structure ○ Plan ○ Assess Change ○ Report Status ○ Control/Monitor ○ Conclude • Develops and maintains project charter and project plans • Provide issue resolution for issues escalated by the Project Team. 	30%
Project Team Members	State Courts, States Attorneys, OAG, ITD, DOCR, Local Jail Authorities, Local Law Enforcement	<ul style="list-style-type: none"> • Responsible for development of work products and deliverables. 	25%
CJIS Executive Steering Committee	Keith Witt, Daryl Vance, Sally Holewa, Jerry Kemmet, Charles Placek, Dave Kleppe, Kelly Janke, Glenn Ellingsburg, Nancy Walz, Russ Timmreck, Julie Lawyer	<ul style="list-style-type: none"> • Review status reports. • Champion this Project's effort within their sphere of influence in order to: <ul style="list-style-type: none"> ○ Achieve the results expected from the effort ○ Build the understanding and support of objectives ○ Facilitate the process of establishing "active, sustained sponsorship" as a key enabler of success ○ Build excitement and commitment to the mission and objectives of the effort ○ Provide timely information to build and maintain positive perception of the project • Provide leadership and ongoing support to realign performance levers to motivate and sustain behavior and knowledge change necessary from management and associates. 	1%

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Constraints:

Constraint	Description
1.	Federal resources awarded for project must be spent within the 07-09 biennium timeframe, as specified by the grant application.
2.	Federal grant process requires a project post-implementation report to be submitted within 90 days of project completion.
3.	The project relies on heavy interaction with numerous entities and partners, many of which are facing resource constraints that will complicate project scheduling.
4.	Grant in-kind match dollars appropriated for Courts Case Management replacement project must be expended during 07-09 biennium.

Assumptions:

Assumption	Description
Agreement on Objectives	A consensus agreement among all stakeholders regarding the objectives and work plan activities for this project has been reached.
IT Resources available and committed	Information Technology Department (ITD) and Criminal Justice agency resources as necessary will be available and able to successfully support the deliverables of this project.
Other Priorities will not delay deliverables	Other IT initiatives will not delay the delivery of this projects deliverables.
Unified Court Information System replacement	Complete the analysis and planning for integrating the SAVIN with the Unified Court Information System's replacement case management system (UCIS).

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Risks:

Risk Event	Risk Probability	Risk Impact	Corrective Action	Responsible Individuals
Dedicated staff has a shift in their work	High	High	The Executive Committee and Board will be notified of the possible delay in the project. Issue an Impact of Project Change	Project Director, Project Manager
Lack of personnel	Medium	High	Project would continue with current staff until additional staff is assigned. This could require hiring outside consultants or current staff working overtime	Project Director, Project Manager
Loss of key personnel	Medium	High	Project would continue with current staff, with appropriate reassignments made. Additional staff may need to be transferred or persons hired to replace personnel leaving.	Project Director, Project Manager
Cost / Time overruns	Medium	High	Identify problem areas based on Gantt Chart that can possibly be adjusted or issue Impact of Project Change.	Project Manager
Scope Changes	Medium	High	Create an Issue and associated Impact of Change	Project Manager

Preliminary Schedule:

The project's duration is estimated to be 24 months and will be performed in a two phased approach. The first phase will formally define requirements, develop the project plan, and negotiate a contract with the vendor. The actual time required for the entire project will be determined in this phase. The vendor's initial estimation is to deploy three agencies per month and, based on a total of 19 agencies, would run the project longer than 24 months. Therefore, acknowledging that as deployments progress each should take less time, our contract negotiations are intended to create an accelerated project schedule which accomplishes the entire project within the 07-09 biennium. The project's second phase will begin once a vendor contract is in place. The first deployment of agencies, the DOCR and two agencies (JMS Integration) is scheduled for three months. The other remaining agencies will be phased in at a rate of three agencies every two months until a total number of 16 JMS agencies have been deployed. The Courts and CJIS Integration will be done concurrently with the project starting after the preliminary agencies are implemented as these systems are not JMS).

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Phase I	Planned Start Date	Duration
Planning, define requirements and formal contract negotiations	03/17/08	2 months
Phase II		
Preliminary pilot agencies JMS Integration (DOCR and 2 agencies)	05/17/08	3 months
JMS Integration (3 agencies)	08/17/08	2 months
JMS Integration (3 agencies)	10/17/08	2 months
JMS Integration (3 agencies)	12/17/09	2 months
JMS Integration (3 agencies)	02/17/09	2 months
JMS Integration (2 agencies)	04/17/09	2 months
Courts, CJIS Integration	08/17/08	10 months

Preliminary Budget

Item	Cost
<i>Personnel/Benefits/Travel</i>	<i>\$ 146,240</i>
<i>Equipment</i>	<i>\$ 20,000</i>
<i>Consultants/Contracts</i>	<i>\$ 1,243,920</i>
<i>Total Estimated Project Cost</i>	<i>\$ 1,410,160</i>
<i>Funding Source:</i>	
<i>Federal Grant award</i>	<i>\$ 1,410,160</i>

- Project Management expenses are included within Personnel/Benefits line item.
- Project budget expenditure is based on a Federal Grant award of \$1,410,160 which requires 100% in-kind match dollars. Expenditures from the Unified Court Information System's (UCIS) case management system replacement project have been tagged to meet the in-kind match requirement.

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Project Charter Approval:

Executive Steering Committee

Member Name: **Thomas L. Trenbeath**

Action: Approve: ☐ Reject: ☐

Comments:

Member Signature: _____

Date: _____

Member Name: **Lisa Feldner**

Action: Approve: ☐ Reject: ☐

Comments:

Member Signature: _____

Date: _____

Member Name: **Gerald W. VandeWalle**

Action: Approve: ☐ Reject: ☐

Comments:

Member Signature: _____

Date: _____

Member Name: **Leann Bertsch**

Action: Approve: ☐ Reject: ☐

Comments:

Member Signature: _____

Date: _____

Project Sponsor Name: **Pam Schafer**

Action: Approve: ☐ Reject: ☐

Comments:

Project Sponsor Signature: _____

Date: _____

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APPENDIX A

12.1-34-06. Statewide automated victim information and notification system.

1. The information technology department may establish a statewide automated victim information and notification system that may be administered by the department of corrections and rehabilitation and must:
 - a. Permit a victim to register or update the victim's registration information for the system by calling a toll-free telephone number or accessing a public web site.
 - b. Notify a registered victim by telephone, mail, or e-mail when any of the following events affect an offender under the supervision or in the custody of the department of corrections and rehabilitation or other correctional facility in the state:
 - (1) The offender is transferred or assigned to another facility.
 - (2) The offender is transferred to the custody of another agency outside the state.
 - (3) The offender is given a different security classification.
 - (4) The offender is released on temporary leave or otherwise.
 - (5) The offender is discharged.
 - (6) The offender has escaped.
 - (7) The offender has been served with a protective order that was requested by the victim.
 - c. Notify a registered victim by telephone, mail, or e-mail when the offender has a scheduled court proceeding at which the victim is entitled to be present, a scheduled parole or pardon hearing, or a change in the status of the offender's parole or probation status, including a change in the offender's address.
 - d. Notify a registered victim by telephone, mail, or e-mail when a registered sexual offender has updated the offender's registration information or failed to comply with any registration requirement.

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- e. Permit a victim to receive a status report for an offender under the supervision or in the custody of the department of corrections and rehabilitation or other correctional facility or for a registered sexual offender by calling the system on a toll-free telephone number or by accessing the system through a public web site.
- 2. If a statewide automated victim information and notification system is established, the provision of offender and case data on a timely basis to the automated victim information and notification system satisfies any obligation under this chapter to notify a registered victim of an offender's custody and the status of the offender's scheduled court proceedings.
- 3. If a statewide automated victim information and notification system is established, the system operator shall ensure that an offender's information contained in the system is updated to timely notify a victim that an offender has been released or discharged or has escaped. The failure of the system to provide notice to the victim does not establish a cause of action by the victim against the state or any custom dial authority.
- 4. Custodial authorities shall cooperate with the system operator in establishing and maintaining the statewide automated victim information and notification system.